

For ServiceNow-based organizations, managing TEM outside the SN instance can present challenges with data accuracy, manual processes, and security. This global athletic apparel and footwear corporation considered moving to a non-SN solution and faced the following:

## **Key Considerations:**

#### Costs:

#### **One-Time Costs:**

- ServiceNow Developer Resources: Establishing integrations for inventory data, billing data, HR/ERP systems, Unified Endpoint Management (UEM) synchronization, and carrier MACDs requires substantial initial investment.
- Country specific, customized workflows set up.
- Estimated capital expenditure exceeds \$100,000.

#### **Ongoing Costs:**

- API/Integration Maintenance: Regular maintenance is needed due to carrier data changes and ServiceNow version upgrades, ensuring that all integrations remain functional and secure.
- Certification: Periodic certification of the integrations with each ServiceNow upgrade.
- Report Generation: Continuous need to generate and consolidate reports from multiple sources.
- Estimated annual cost for these ongoing activities is around \$65,000.



### **Risk/Security:**

#### **Data Residency:**

 One of the critical risks of using a SaaS solution is that essential company data resides outside the corporate environment. This may pose significant security and compliance risks, as sensitive information is managed externally.

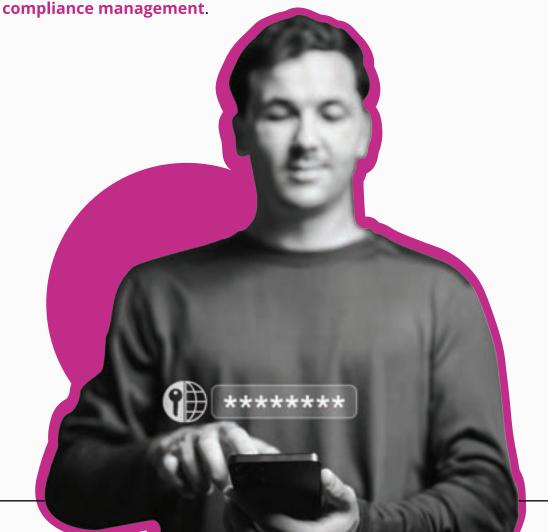
#### **Integration Vulnerabilities:**

 Introducing multiple outbound and inbound integrations can create security vulnerabilities. These integrations must be carefully monitored and managed to prevent unauthorized access and data breaches.

#### **Access & Compliance:**

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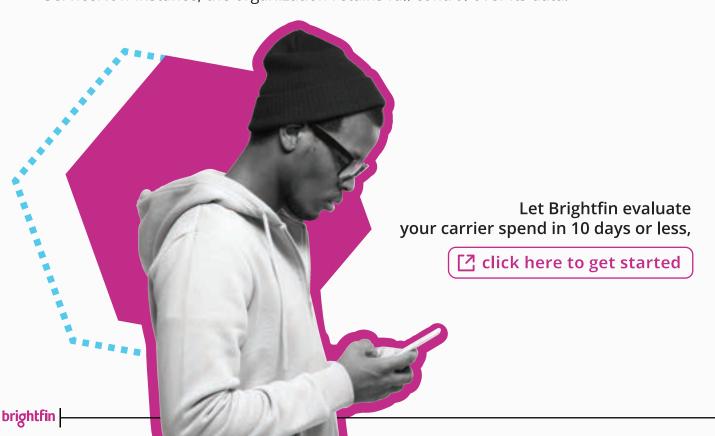
 Ensuring compliance with corporate policies and regulatory requirements is more challenging when data is stored and managed externally. In contrast, keeping the data within the ServiceNow instance allows for better control and

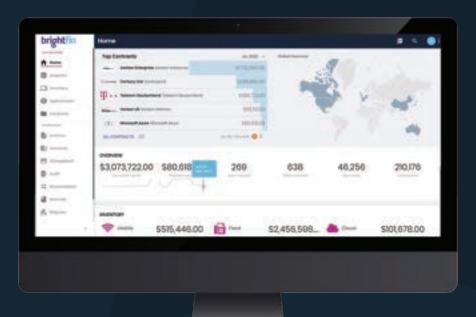


## **Results:**

Bringing TEM data and workflows within ServiceNow has empowered the global athletic apparel and footwear corporation with accurate, efficient, and secure management of their telecom environment, leading to:

- Time Savings: Automating TEM processes and integrating them within ServiceNow has saved the internal team considerable time by reducing manual processes.
- Inventory Accuracy: Maintaining MACD ordering data within the ServiceNow instance ensures that all changes are accurately reflected within the system. This eliminates the discrepancies often seen with external systems.
- Consistent Data Flow: Integrating all TEM data sources directly into ServiceNow ensures a
  consistent and seamless data flow, enhancing accuracy and reliability.
- Configurable Workflows: A natively built ServiceNow solution leverages SN's powerful
  workflow capabilities to configure across regions and countries. These variations provide
  flexibility and adaptability.
- **Enhanced Security and Compliance:** By keeping all TEM data within the corporate ServiceNow instance, the organization retains full control over its data.





# reduce expenses, increase efficiency & gain full spend visibility



## ManagedMobility Services

- + Invoice processing, reporting & analytics
- + Mobile device inventory management
- + Audit & optimization w/ dispute management
- + Bill pay
- + Help desk
- + Procurement
- + UEM admin & asset synchronization
- + Lifecycle management
  - » Staging & kitting
  - » Seed stock management
  - » Reverse logistics

## Telecom Expense Management

- + Invoice processing, reporting & analytics
- + Fixed inventory management
- + Audit & optimization w/ dispute management
- + Bill pay
- + Help desk
- + Procurement
- + Contract management & negotiations
- + Benchmarking

#### Cloud Expense Management

- + Invoice processing, reporting & analytics
- + Inventory management
- + Audit and dispute console
- + Bill pay
- + Help desk
- + Kubernetes integration